

<b>Notice of References Cited</b>	Application/Control No. 09/505,619	Applicant(s)/Patent Under Reexamination KATZ ET AL.	
	Examiner Yogesh C Garg	Art Unit 3625	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	C	US-			
	D	US-			
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	J	US-			
	K	US-			
	L	US-			
	M	US-			

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**NON-PATENT DOCUMENTS**

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	U	Tehrani, Nadji; " Hardware, software...humanware "; Telemarketing & Call Center Solutions; Norwalk; Sep 1997, vol.16,issue pages 3, extracted from <a href="http://proquest.umi.com">http://proquest.umi.com</a> on 3/26/2003
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\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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